

Software and Services Program —Europe (SSPE)

Arthur Andersen & Company

AT&T

B. P. International Ltd.

CAP Group PLC

Commission of the European Communities

Cullinet Europe

EDS International (France) Ltd.

Electronic Data Systems Ltd.

Electronic Data Systems GmbH.

Ericsson Data Services

Finsiel

GSI

IBM (U.K.) Ltd.

IBM Deutschland GmbH

IBM Europe

IBM INS Europe

IDA, Ireland

International Computers Ltd.

Metier Management Systems Ltd.

Olivetti

Philips B.V.

Scicon

Saatchi and Saatchi

Thorn Software

Unisys EAD

Unisys Ltd.

Unisys Sweden

the 1990s, the number of people in the UK who are employed in the public sector has increased by 1.5 million, from 2.5 million in 1980 to 4 million in 1995 (Department of Health 1996).

There is a growing emphasis on the need to improve the efficiency of the public sector, and to ensure that the public sector is able to deliver the services that are required by the public. This has led to a number of initiatives, including the introduction of competition, the restructuring of public sector organisations, and the introduction of performance targets. The aim of these initiatives is to ensure that the public sector is able to deliver the services that are required by the public, in a cost-effective and efficient manner.

One of the key challenges facing the public sector is the need to improve the efficiency of the public sector. This is a complex task, and one that requires a number of different approaches. One of the key approaches is the introduction of competition. This involves the introduction of competition between public sector organisations, in order to ensure that they are able to deliver the services that are required by the public, in a cost-effective and efficient manner.

Another key approach is the restructuring of public sector organisations. This involves the restructuring of public sector organisations, in order to ensure that they are able to deliver the services that are required by the public, in a cost-effective and efficient manner. This may involve the merging of public sector organisations, or the restructuring of public sector organisations, in order to ensure that they are able to deliver the services that are required by the public, in a cost-effective and efficient manner.

A third key approach is the introduction of performance targets. This involves the introduction of performance targets, in order to ensure that public sector organisations are able to deliver the services that are required by the public, in a cost-effective and efficient manner. This may involve the introduction of performance targets, in order to ensure that public sector organisations are able to deliver the services that are required by the public, in a cost-effective and efficient manner.

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Research-Based Studies from INPUT Customer Service Program - Europe (CSPE)

1988

Customer Services in Europe, 1988 Annual Report
Customer Service Automation in Europe
Disaster Recovery
Education & Training
Inventory Control of Spares
Pricing Customer Service
INPUT Service Update (6/yr)
Changing User Requirements

1987

Customer Services in Europe, 1987 Annual Report
Market Impact on Customer Service of Major Dealer Activities
Third-Party Maintenance Markets in Europe, 1986-1992
Software Maintenance and Support Strategies (Europe)
Customer Service Marketing Strategies in Europe
Customer Service Pricing Trends in Europe
New User Requirements/Vendor Offerings in Customer Service (Europe)

1986

Customer Services in Europe - 1986
Role of the Engineer Outside of Maintenance (Europe)
Strategic Market Directions in Customer Service (Europe)
Customer Service Pricing (Europe)
Remote Diagnostics in European Customer Service
Future Service Market Requirements
Third-Party Maintenance in Europe, 1985-1991
Vendor Software Support Strategies (Europe)
Customer Service Annual Report 1985 (Europe)

